

**THE BANK OF KHYBER**

**Expression of Interest (EOI)**

**SERVICES FOR ASSESS, DESIGN AND IMPLEMENTATION OF  
ITGOVERNANCE FRAMEWORK**

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<b>Last Date for Submission:</b>	<b>11<sup>th</sup>May, 2018 at 03:30 P.M.</b>
<b>Opening Date:</b>	<b>11<sup>th</sup>May, 2018 at 04.00P.M.</b>

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## **Description of Work**

### **A. Introduction**

The Bank of Khyber intends to implement Governance Framework as per State Bank of Pakistan Governance model and invites well reputed firms, with required competence and proven track record on similar work/projects. The firm shall assist our entity in assess, design and implementation of IT Governance as per Enterprise Technology Governance and Risk Management Framework issued vide SBP's BPRD Circular No 5 of 2017. This Framework ensure the organization is run in a way that is fair, transparent, effective and makes best use of policies and practices. Detailed Scope of work is attached at Annexure – B of the document.

Bidders are required to submit their sealed proposals (EOI) in line with Khyber Pakhtunkhwa Procurement Rules 2014 to the office of the **Head Procurement Division, The Bank of Khyber** on or before 11<sup>th</sup> **May, 2018 at 03:30 PM**. And shall be opened on same day at 04.00 PM at The Bank of Khyber, Head Office.

Proposals should be in the prescribed format along-with all the relevant documents as per the **Terms & Conditions** and **Bidder Eligibility Criteria**.

## Terms and Conditions

- a) Bidder is required to submit its Company Profile along-with Proposal that must comply with the following **Bidder Eligibility Criteria** (Annexure – A).
- b) Proposals submitted Late / after due date and time or Incomplete will not be considered.
- c) Only Shortlisted Firms will be invited to submit their Technical and Financial proposals.
- d) The competent authority reserves the right to accept or reject any proposal as per KPPRA rules.
- e) All sections in the bid should be adequately flagged and numbered.
- f) Bidder is required to assign a dedicated onsite Project Manager to manage the project and report to the stakeholders as per requirement.
- g) In case of consortium, the bidder must submit:
  - The details of the consortium with roles and responsibilities of each partner.
  - The original stamped consortium agreement shall be attached along-with the Bid Document.
  - The same should be endorsed by an authorized representative of the prime bidder. The Prime bidder will be the single point of contact with the Bank for the project undertaking.
  - No change in the constitution of the consortium (prime bidder/members of consortium/stakes of any member etc.) will be allowed without explicit approval of the Client.
- h) Bids not complying with all the given clauses in this tender document are liable to be rejected.

## Annexure – A

### Bidder Eligibility Criteria

Bidder is required to submit its Proposal in accordance with the **Mandatory** requirements mentioned in the Bidder Eligibility Criteria. Failing to which the proposal will not be considered.

#	Mandatory Requirements	Attached (Yes / No) Reference (Page / Annexure)
1	Name of the Bidding Firm. Name of authorized contact person along-with his designation, contact number, email address and postal address.	
2	<b>Proposed Methodology, Processes</b> Describe the proposed methodology, processes and specific considerations for the assessment, design and implementation of IT Governance	
3	The bidder should provide its <b>FBR</b> registration certificate (NTN) along-with Registration of Incorporation under the laws of Pakistan. Bidder must provide details of last Five Years projects/services delivered in Financial Institutions.	
4	The bidder should provide <b>Undertaking</b> on stamp paper that it is not being blacklisted by any of the Provincial / Federal Government or organizations of the State / Federal Government in Pakistan. And must provide List of arbitration/legal suits/unsettled disputes with the financial sector clients (if any) in last five years.	
5	The bidder must submit <b>Annual Audited Report</b> for the last 03 Financial years. Annual Audit Report including Balance Sheet, Income Statement and Profit & Loss accounts along with auditors' notes for the last three audited years should be submitted.	
6	The bidder must have legal presence in Pakistan. The firm must submit <b>List of Offices</b> across Pakistan.	
7	The bidder/prime bidder (in case of consortium) shall provide a <b>list of completed projects</b> similar in nature along-with references and contact numbers for any Financial Institution / Banking Sector.	
8	Bidder shall provide <b>Clientage List</b> of the Company along with relevant references.	
9	The bidder should have enough Technical Strength at its end to complete the project within stipulated time. <b>List of Staff (HR)</b> of the Company along-with their Profiles to be submitted.	
10	Firm should be an active tax payer under the laws of Pakistan and must provide Sales Tax certificate, GST, etc. along-with KPRA (Khyber Pakhtunkhwa Revenue Authority) Registration certificate.	

**Technical Requirements / Scope of Work**

The deliverables of the assignment as required by the Bank of Khyber in accordance with BPRD Circular No 5 of 2017 are mentioned below, but not limited to the following: -

1. Assess current state and perform gap analysis
2. Develop IT Governance Framework
3. Assist in the implementation of overall governance which includes at least following:
  - Develop / Update IT/IS policies & procedures
  - Develop / update SoPs of the bank
  - Develop / update templates/forms (where required)
4. Monitor changes to environmental and business drivers
5. Develop Program Management Framework

Following is the list of Policies in line with SBP BPRD Circular No 5 of 2017 Governance Framework that are required by the Bank to be developed/updated as per requirement.

**Required Documents, but not limited to the following:-**

- Technology Governance Framework
- IT Strategy Plan
- Digital Strategy Plan
- TORs of Board of Directors & Senior Management
- Technology Policy Framework (IS, Services Delivery & Operations Management, Project Management, Acquisition, Development & Implementation of Technology Solution/Systems, Business Continuity and Disaster Recovery)
- BOD MIS to oversee the Implementation of IT Strategy, Business Plan and Exception from board-approved IT Policies and progress on Major IT Projects
- Management MIS to monitor the implementation of IT Governance and Risk Management Framework
- IT Training Policy, Program which includes framework, processes and procedures
- Risk Assessment & Treatment Process
- Disposal and Destruction Policy & Process
- Information Classification Strategy & Guidelines
- User Access Request Process & Procedures (Remote, Local host data and systems)
- Cyber Security Awareness Program
- Vendor Access Request Procedure
- Cyber Security Incident MIS
- Vulnerability Management Program
- IT Service Management Framework

- IT Problem Management Policy, Process & Procedure
- Patch Management Process & Procedure
- IT Capacity Management Plan
- IT Data Center structure & Operations Procedures
- IT Project Management Framework (Methodology, Team Roles & Responsibilities)
- System Development and Acquisition Framework (Secure System Development Life Cycle Methodology)
- Project Management Standards
- IT Procurement Policy
- Change Management Process & Procedure
- Cloud Service Provider Policy
- Data Leakage & Protection (USB and other Storage device) Policy
- IT Helpdesk Policy
- IT Hiring Policy
- IT Audit Program
- Audit Document Maintenance and Retention Policy
- All Technology related IT / IS Procedures and SOPs
- Review & Update of IT / IS Organizations Structure / TORs (Board IT Committee, IT Steering Committee)
- Review & Update of BCP Plan & Process
- Review & Update of DR Plan
- Review & Update of IT Assets and Configuration Management Policy
- Review & Update of Network Management Policy
- Review & Update of Email Policy
- Review & Update of Internet and Intranet Usage Policy
- Review of Third-Party and Outsource Policy
- Review & Update of Data Management and Backup Policy
- Review & Update of Vulnerability Assessment & Penetration Testing Framework
- Review & Update of Cyber Security Framework & Action Plan
- Review & Update of IT Risk Management Policy, IS Risk Management Framework
- Review & Update of Cyber Security Incident Management Plan, Policy, Process & Procedures

***Head Procurement, Head office,***  
**The Bank of Khyber, 29 A, The Mall, Peshawar Cantt.**  
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